

**Commonwealth of Massachusetts  
Department of Telecommunications and Energy  
Fitchburg Gas and Electric Light Company  
Docket No. D.T.E. 02-24/25  
Responses to the Attorney General's Seventh Set of Information Requests**

---

**Request No. AG-7-8 (Electric)**

Please provide a complete and detailed description of the process the Company goes through to take the information from the meter readers and convert it into customer bills that are mailed. Please also provide a detailed time line for those activities.

**Response:**

Meter readers read their routes during the day. When the meter readers return to the office, they place the hand-held meter reading devices (referred to as PC's) into special cradles. The cradle is a communication device that collects all of the meter readings for the day and places the data into a PC database. This process occurs Monday – Friday between 3:00pm and 6:00pm. At 7:55pm the PC database information is transmitted to the Customer Information Billing System (CIS). At 8:00pm, the billing system updates the individual customer accounts and creates customer bills. The following morning, the bills are printed and mailed to the customer.

**Person Responsible:** Mark H. Collin